Voicemail

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Voicemail

If you miss a call, your caller can leave a voicemail message.

Return a Call From a Voice Message

Procedure

Step 1 Go to **Voicemail**, tap next to a message.

Step 2 On the voice message **Details** screen, tap **Call Back**.

Step 3 If using Dial via Office (DVO), follow these steps:

a) Tap **Answer** to accept the call.

b) If prompted, press a number on the keypad.

After you accept the call, the corporate calling system places your callback. The DVO call opens in the native phone application.

Forward Messages

You can forward your voice messages to other people in your company who also use Cisco Jabber. Before forwarding the voice message, you can record a message to send along with it so you can let them know why you're forwarding it.

Forward Messages on Desktop Devices

Procedure

Step 1 Go to **Voicemail**.

Step 2 Choose the voice message, right-click on it and click **Forward voice message**.

Step 3 (Optional) Click **Record** to record a message to include with the voice message.

You can play back and rerecord your message.

Step 4 In the **Forward voice message to** dialog box, add the users you want to send the voice message to.

Step 5 Click **Send**.

Forward Messages on iPhone and iPad

Procedure

Step 1 Go to **Voicemail**.

Step 2 Choose the voice message, tap **More**, and tap **Forward Voice Message**.

Step 3 (Optional) Tap **Attach your Voice Message**, and then tap the microphone icon to add your recording to the voice message. You can record a message up to 30 minutes. Tap **Stop** when you're done.

Step 4 Add contacts in the **To** field or choose contacts from the **Recents** tab.

Step 5 Tap **Send**.

Forward Messages on Android

Procedure

Step 1 Go to **Voicemail**.

Step 2 Choose the voice message, and then tap **Forward**.

Step 3 (Optional) To record your own message:

a) Tap **Add your voice message** to record your message.

You can record a message up to 30 minutes.

b) Tap **Stop** when you're done.

Your recording is added to the voice message.

Step 4 Add your contacts in the **To** field or choose contacts from the **Recents** tab.

Step 5 Tap **Send**.

Text Reply to Voice Messages

All unanswered calls are directed to the your voicemail in Cisco Jabber. If you are too busy to return to the calls, you can text your caller back from the voicemail screen.

Reply to Messages by Text on iPhone and iPad

You can use this procedure if your Voicemail account is set up with visual voicemail.

Procedure

Step 1 Go to **Voicemail**, tap next to a message.

Step 2 On the voice message **Details** screen, tap **Chat** or tap **Text Message**.

Reply to Messages by Text on Android

You can reply to a voicemail message with a text message. If your voicemail account is set up for visual voicemail, you can also reply with a chat message.

Procedure

Step 1 Go to **Voicemail**, tap the voice message username to view the message detail

Step 2 Choose one of these options:

- With visual voicemail: On the voice message **Details** screen, tap **Chat**.
- Without visual voicemail: On the voice message **Details** screen, tap **Text Message**.

Send Voice Messages Without Calling

You can record a voice message and send it in Cisco Jabber, just as you would an email or text message. Use your computer microphone or Jabber-connected phone to record the voice message and then address it to one or multiple users. Also, just as with an email, the recorded messages can be forwarded by recipients and a recipient can reply with a voice message of their own.

Your voice message arrives in the recipient's Cisco Jabber voicemail and can be treated like a phone voice message, with one notable exception. Because a voice message that is recorded in this manner can be sent to multiple recipients, any of those recipients can click **Reply All**. This opens a new recording window, so that a new voice message can be recorded and sent to the recipient list.

Procedure

Step 1 Click **Voicemail**. Then, beside the Search bar, click **Record Voice Message**.

Step 2 (Optional) Enter a subject for your message.

Step 3 Use the Search field to enter a user to receive your message. You can enter multiple recipients.

Step 4 Click the **Recording** button.

A countdown timer appears in the top of the window. When the timer reaches 0:00, a beep sounds and the recording begins.

Step 5 Record your message and click **Stop** when you are finished.

Step 6 Click **Send** to send the voice message to your recipients.

Audio Output for Messages

When you get a voice message in Cisco Jabber, you can listen to it either through an earpiece or your device speaker. You can set the default option for listening to your voice messages.

Set Audio Output on iPhone and iPad

Before you begin

Make sure that phone service is enabled for your account.

Procedure

Step 1 On the **Settings** screen, under **Call**, tap **Audio and Video**.

Step 2 Under **Audio**, set **Disable Speaker for Voicemail** to off.

Whenever you play a voice message, it plays on your phone's receiver.

Set Audio Output on Android

Procedure

Step 1 Go to **Settings**, tap **Audio and Video**.

Step 2 Tap **Disable Speaker for Voice Messages**.

The voicemail plays through your earpiece.